



**pennsylvania**

**CARE PARTNERSHIP**

DEVELOPING SYSTEMS THAT CARE

# Embracing Diversity: Celebrating National BIPOC (Minority) Mental Health Awareness Month

*Featuring ...*

**Kelsey Leonard, JD**

Cultural and  
Linguistic  
Competence  
Coordinator

PA Care Partnership

July 23, 2020

PA Care Partnership

July 2020

National Minority Mental Health  
Awareness Month

# Kelsey Leonard

CLC Coordinator for the Pennsylvania  
Care Partnership [leonardkt@upmc.edu](mailto:leonardkt@upmc.edu)



# Black Urban Gardeners and Farmers of Pittsburgh Co-Op (BUGs): Therapeutic Gardening for Youth Healing

Thursday, July 23, 2020, 2:30-4:00 PM  
Keynote Speaker: Raqueeb Bey

- The Black Urban Gardeners and Farmers of Pittsburgh Co-Op (BUGs) mission is to establish, educate, and provide resources for sustainable food systems in the neighborhood. BUGs aims to help youth heal from trauma and build resilience in the face of adversity. BUGs provides a realistic and accessible way for youth to start healing from their mental and physical traumas through the use of herbs, plants, meditation, yoga, and reiki.
- Register in advance for this meeting:
  - <https://us02web.zoom.us/meeting/register/tZltdOiprT8uH9WigXTXDwQsAgAeHMb3TpCX>

**RESCHEDULED**



***Black Urban Gardeners and  
Farmers of Pittsburgh CO-OP***

**July 2020**

# **National Minority**

## **Mental Health Awareness Month**



Mental health conditions do not discriminate based on race, color, gender or identity. Anyone can experience the challenges of mental illness regardless of their background. However, background and identity can make access to mental health treatment much more difficult. National Minority Mental Health Awareness Month was established in 2008 to start changing this. Each year millions of Americans face the reality of living with a mental health condition. Americans in minority communities often face more barriers to recovery due to lack of access to health care, lower rates of medical coverage, cultural insensitivity of providers, bias and discrimination in the delivery of care, language barriers, and higher levels of stigma. Active outreach and advocacy are vital to ensure that every individual has access to effective treatment and that stigma and discrimination do not affect the seeking out or quality of healthcare.

July is

# BIPOC MENTAL HEALTH MONTH

Learn more at [mhanational.org/july](https://mhanational.org/july)

**2020**  
BIPOC MENTAL  
HEALTH MONTH

**MHA**  
Mental Health America



WHAT IS THE BEST  
TERMINOLOGY?

BIPOC

PO

BAME

BLACK

AFRIC  
AMERI

**When in  
doubt:  
be specific.**

BLACK  
INDIGENOUS  
PEOPLE  
OF  
COLOR



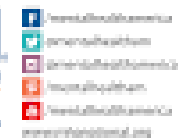
# BIPOC Mental Health Month Toolkit

- [https://mhanational.org/sites/default/files/2020%20BIPOC%20MHM%20TOOLKIT%20FINAL%206.29.20\\_0.pdf](https://mhanational.org/sites/default/files/2020%20BIPOC%20MHM%20TOOLKIT%20FINAL%206.29.20_0.pdf)

## BIPOC MENTAL HEALTH MONTH 2020 OUTREACH TOOLKIT



#IMPACTOFTRAUMA



This campaign is supported by contributions from Johnson Pharmaceutical Companies of Johnson & Johnson, Otsuka America Pharmaceutical, Inc., and AbbVie, Inc.

# Today we will

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Understand Cultural and Linguistic Competence Principles



Discuss mental health disparities facing BIPOC Communities



Learn about Anti-Racism Practices



Discuss Initiatives for Improving Care





What is Culture?

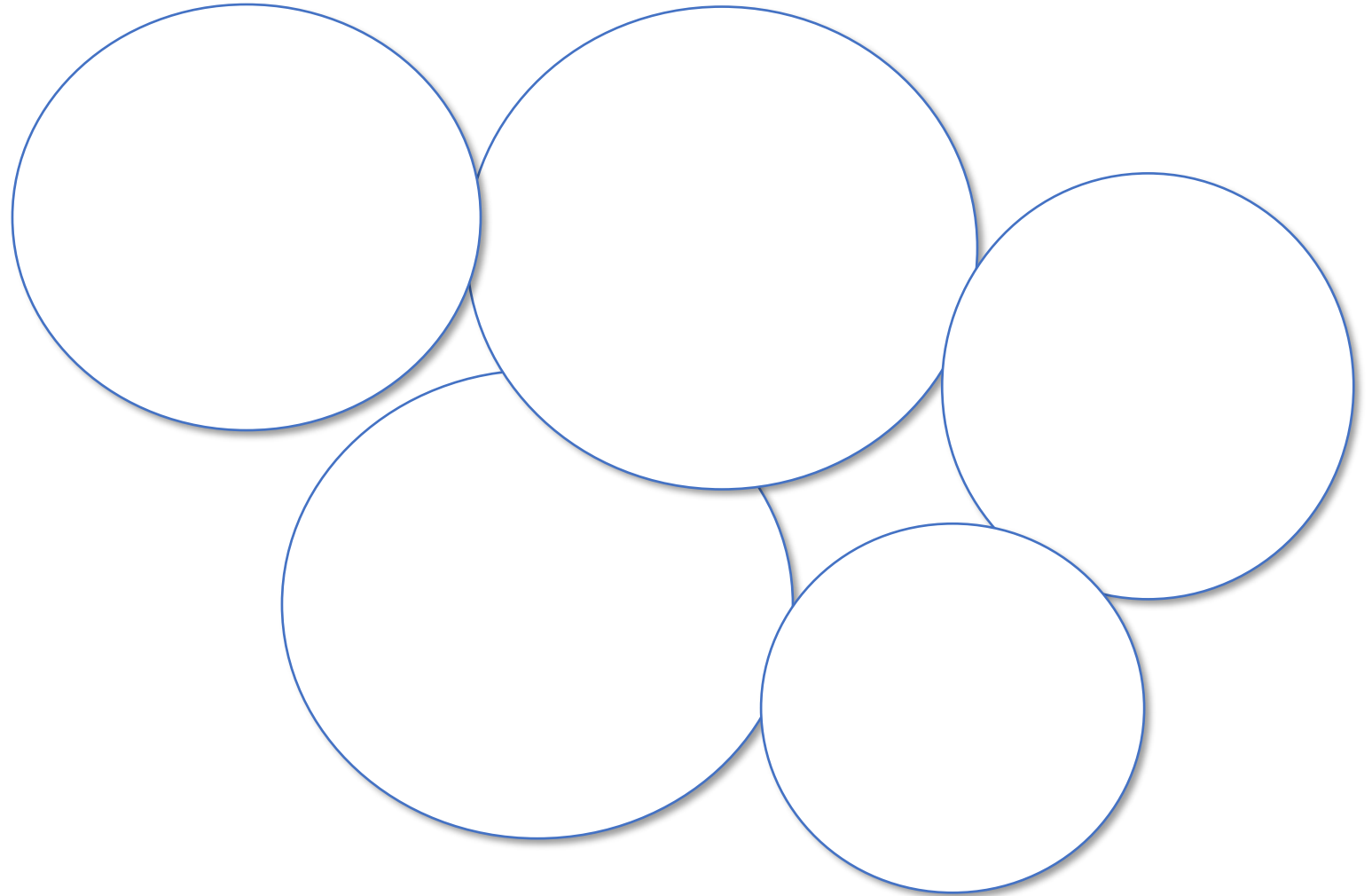
- Let's brainstorm...



## Introductory Exercise: Cultural Groups

- What are your cultural groups?
- “... groups of people who consciously or unconsciously share identifiable values, norms, symbols, and some ways of living that are repeated and transmitted from one generation to another.”

# Five Circles Exercise: CULTURAL GROUPS

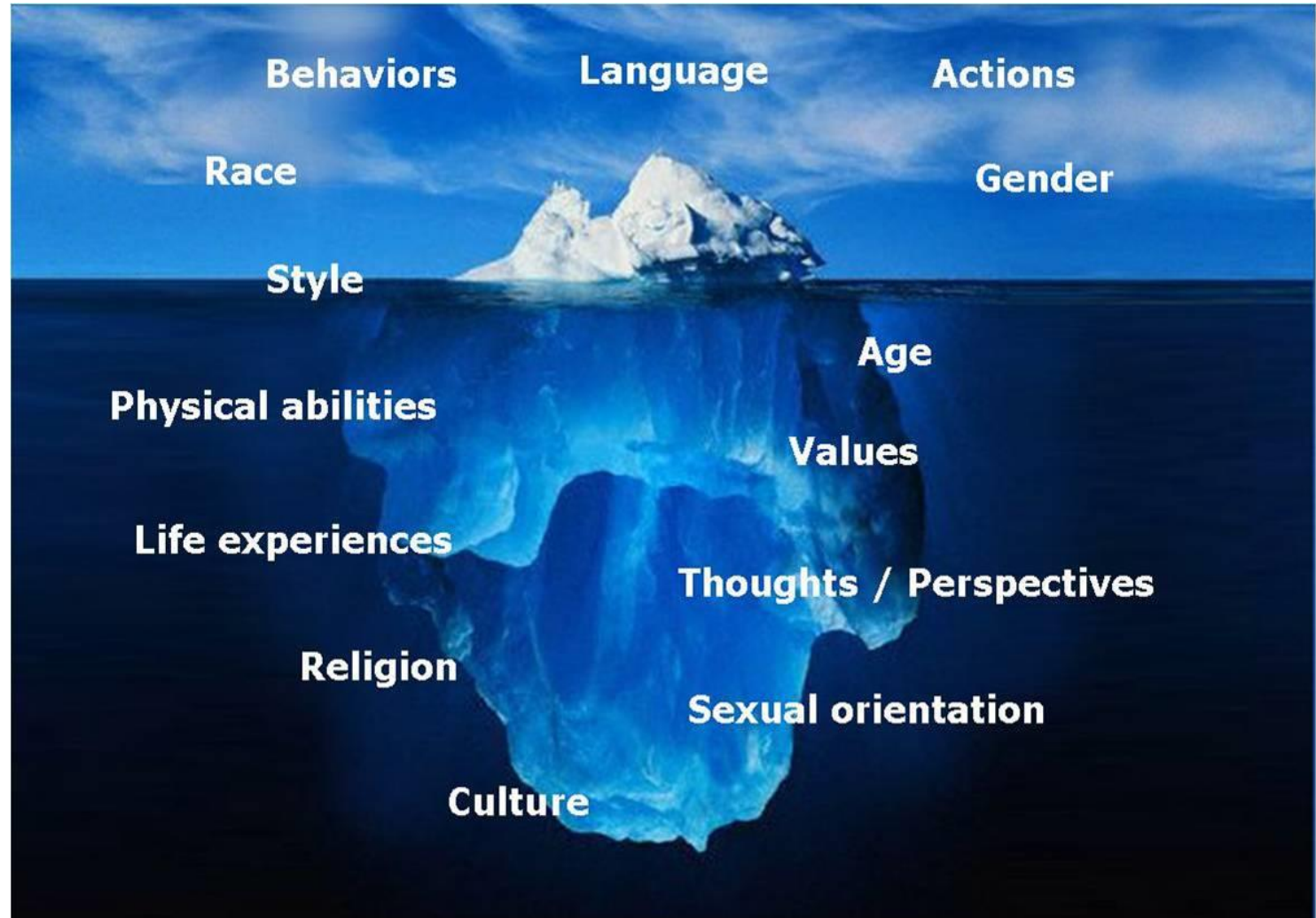


## What is Culture?

Culture is the set of attitudes, values, beliefs, symbols, and behaviors shared by a group of people, but different for each individual, and usually communicated from one generation to the next.




## Cultural Iceberg

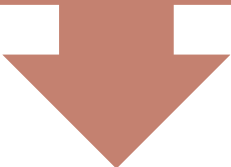


# Definition of Cultural Competence

Individual Cultural Competence: The state of being capable of functioning effectively in the context of cultural differences.



Organizational Cultural Competence: A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.



Culturally Competent Mental Health Care: Will rely on historical experiences of prejudice, discrimination, racism, and other culture-specific beliefs about health or illness, culturally unique symptoms and interventions with each cultural group to inform treatment.



# What is Linguistic Competence?

The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities. (Goode & Jones, 2006).





# Potential Areas for a “cultural bump”


- Concepts of mental health, healing, help seeking, and wellness belief systems
- Perceptions and explanations of the causes of problems with emotions, mental states, and behavior in children and families
- Behavior and coping strategies of family members and their attitudes toward, and expectations of professional helpers
- Service delivery structure and process that may not be congruent with the community’s preferences
- Other examples...



# WHY CULTURE MATTERS

## Culture Matters

*When culture is ignored, families are at risk of not getting the support they need, or worse yet, receiving assistance that is more harmful than helpful.*

A young Black child with curly hair is shown from the chest up, crying with their eyes closed and hands clasped together in front of their mouth. The background is a blurred outdoor setting. The image has a dark, somber tone with a yellowish-brown overlay at the bottom.

BLACK LIVES MATTER  
PSA FOR THE DEAF.

**UNSPEAKABLE.**

# PREJUDICE AND BIAS

**How do we learn prejudice?** Social scientists believe children begin to acquire prejudices and stereotypes as toddlers. Many studies have shown that as early as age 3, children pick up terms of racial prejudice without really understanding their significance.

**How are our biases reinforced?** Once learned, stereotypes and prejudices resist change, even when evidence fails to support them or points to the contrary.

People will embrace anecdotes that reinforce their biases, but disregard experience that contradicts them. The statement "Some of my best friends are \_\_\_\_" captures this tendency to allow some exceptions without changing our bias.

**How do we perpetuate bias?** - Bias is perpetuated by conformity with in-group attitudes and socialization by the culture at large. The fact that white culture is dominant in America may explain why people of color often do not show a strong bias favoring their own ethnic group.



## BEHAVIOR AND IMPACT

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**About Hidden Bias** - Scientific research has demonstrated that biases thought to be absent or extinguished remain as "mental residue" in most of us. Studies show people can be consciously committed to egalitarianism, and deliberately work to behave without prejudice, yet still possess hidden negative prejudices or stereotypes.

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**Biases and behavior** - A growing number of studies show a link between hidden biases and actual behavior. In other words, hidden biases can reveal themselves in action, especially when a person's efforts to control behavior consciously flags under stress, distraction, relaxation or competition.

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**Leading to discrimination?** - Whether laboratory studies adequately reflect real-life situations is not firmly established. But there is growing evidence, according to social scientists, that hidden biases are related to discriminatory behavior in a wide range of human interactions, from hiring and promotions to choices of housing and schools.


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**The Effects of Prejudice and Stereotypes** - Hidden bias has emerged as an important clue to the disparity between public opinion, as expressed by America's creed and social goals, and the amount of discrimination that still exists.




# Racism Without Racists

Implicit bias describes the automatic association people make between groups of people and stereotypes about those groups. Under certain conditions, those automatic associations can influence behavior—making people respond in biased ways even when they are not explicitly prejudiced.



More than thirty years of research in neurology and social and cognitive psychology has shown that people hold implicit biases even in the absence of heartfelt bigotry, simply by paying attention to the social world around them.



Implicit racial bias has given rise to a phenomenon known as “racism without racists,” which can cause institutions or individuals to act on racial prejudices, even in spite of good intentions and nondiscriminatory policies or standards.



# Implicit Bias Defined

- **EVERYONE HAS IMPLICIT BIAS**
  - a preference for a group (positive or negative)
  - often operating outside our awareness
  - based on stereotypes and attitudes we hold
  - that tend to develop early in life
  - and tend to strengthen over time

## Attitudes

Evaluative feelings that are positive or negative

## Stereotypes


Traits we associate with a category

# Implicit Bias: Impact & Consequences

\* When a provider has a pro-White implicit bias, interactions with non-white youth and families are characterized by



\* Higher verbal dominance, slower speech, and less positive affect when compared with interactions with white youth/families



\* Less involvement of youth/families in decisions, less youth/family centeredness in interactions



\* Youth/Family outcomes: Less satisfaction with visit, non-adherence to plan, and lower trust and confidence in provider

\* Cooper L, Roter D, et al. Am J Public Health 102(5): 979-987, 2012

\*\* Blair IV, Steiner J, et al. Ann Fam Medicine. 11(1): 43-51. 2013.

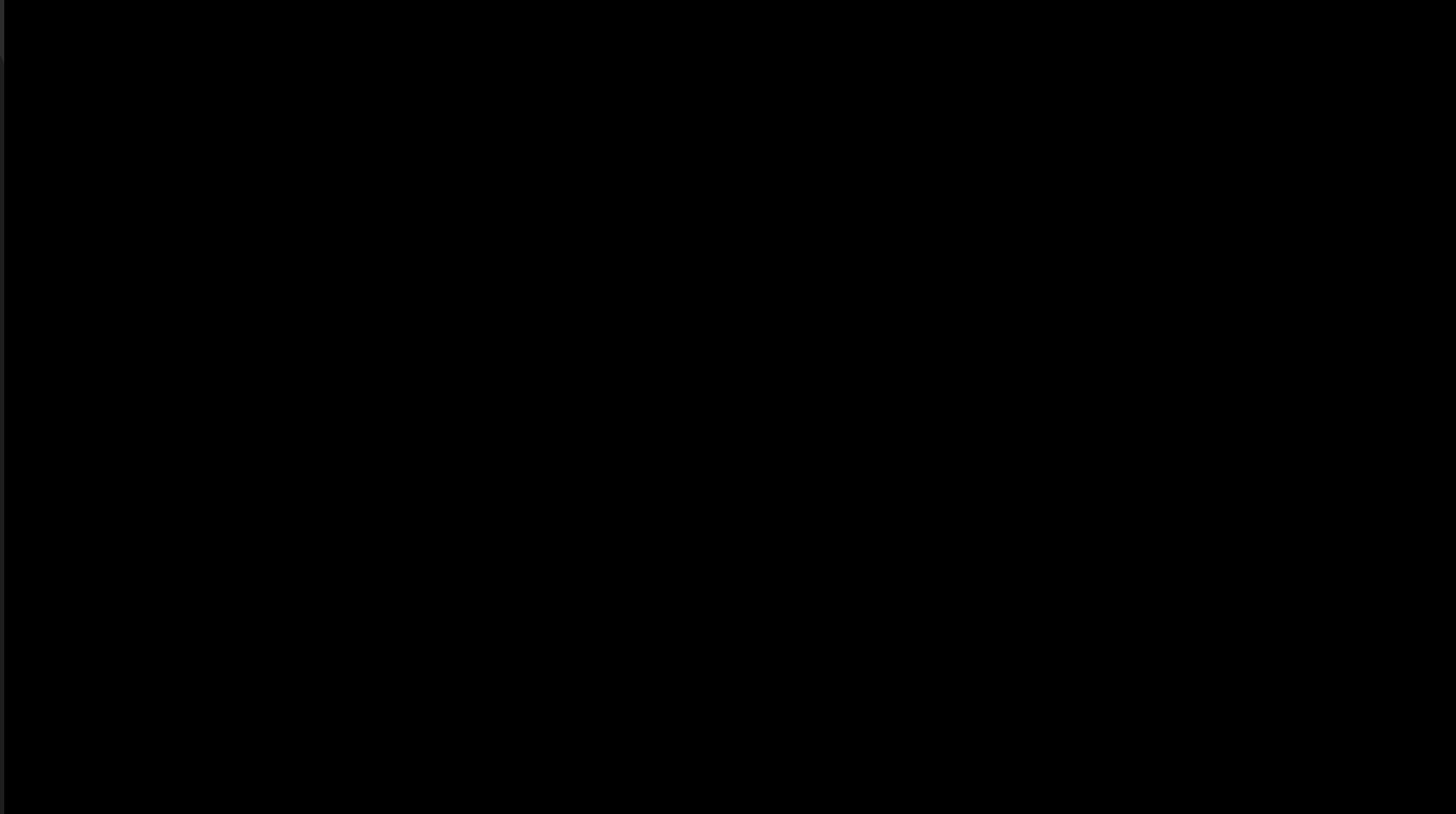
# TED TALKS LIVE Short - Unconscious Bias





What Unconscious  
Biases Did You Identify in  
the Short Film?

# I Am Farzanna: On Mental Health Under the Weight of Islamophobia | [#BHeard](#)







What Unconscious  
Biases Did You Identify in  
the Short Film?

# Micro-Agressions

- A question, a comment, even an intended compliment, sometimes, that nevertheless suggests something demeaning
  - White people often ask Asian Americans where they are from, conveying the message that they are perpetual foreigners in their own land.
  - Example – telling a person of color that he/she is “so articulate,” which implies that all other people of color are not.
  - Example – “You’re not like those other [women, gays/lesbians, Blacks, Latinos], etc.”
    - This implies that the person is an exception.

# Facundo the Great - StoryCorps





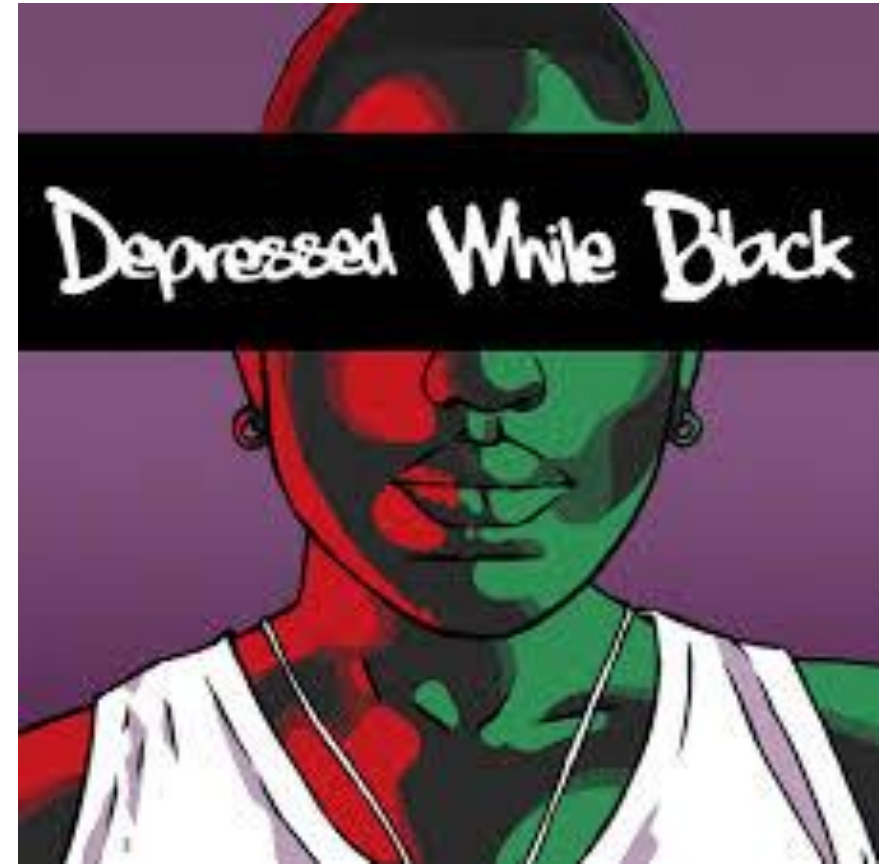
What Unconscious  
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the Short Film?



Black Lives Matter: Perspectives on Racial Trauma & Mental Health - Imade

# Depressed While Black

- <https://www.depressedwhileblack.com/>





<https://youtu.be/prksSE5Rk0U>



Black Lives Matter: Perspectives on Racial Trauma & Mental Health - Sofia



# Black Children's Books and Authors

Our stories matter.



<https://bcbooksandauthors.com/bipoc-mental-health-awareness-month-10-ya-fiction-books-by-black-authors/>

# Minds ↔ Hearts

Effective Communication Skills

Unconscious Bias

Respect  
Listen  
Social  
Context  
Power  
Empathy  
Concerns  
Trust

Improved Respect

Improved Trust

- Non-conscious attitudes/ beliefs
- Not readily apparent to the individual
- Can vary markedly from a persons' explicit and expressed beliefs.
- Implicit bias can result in prejudice and discrimination even in the absence of intention to discriminate

Domain	Voice of Youth/Family Partners Manifestations of Respect
<b>Listening/ Attention vs. Dismissing</b>	“you’re listenin’ to what I’m sayin’ to you, not just hearin’, there’s a big difference between listenin’ and hearin’ somebody.. you can hear a noise and not pay attention to it. But if you listen to it, you can figure out what it is. So, that’s what I want them to do, listen to what I’m sayin’”
<b>Being Known as Individual</b>	“when they come in, they know, y’know, they know who I am and, y’know, what was goin’ on, y’know, they remember the last visit that we had”
<b>Treated Rudely vs. Politely</b>	“my button was pushed by the little snippy girl at the counter”
<b>Handling Lateness</b>	“it get to the point where, y’know, I get so upset, I mean, that can hurt you too... y’know, y’know, because it seem like they ain’t carin’ y’know, about my time anymore”
<b>Trusting Self- Knowledge</b>	“We know, like I said, we know what’s wrong with us, we know what’s hurtin’, whether they wanna believe it or not, y’know”



## EDUCATION

Contact

Positive exemplars

Environment



## EXPOSURE

Awareness

Mindfulness



## APPROACH

Higher level processing, e.g. writing

Reduced cognitive load

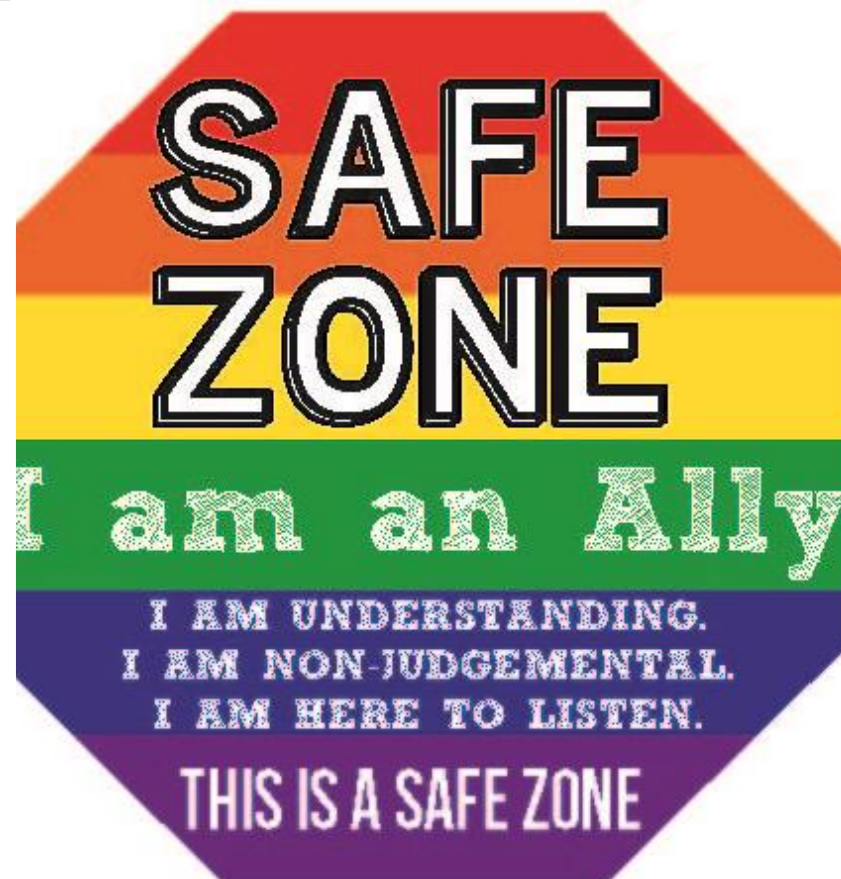
Checklists

Procedural / organizational changes

Make contact with positive, diverse colleagues, cultural brokers, communities and exemplars and practice taking the “other” perspective; all contribute to decreasing implicitly biased response.

# Debiasing





*NOTICE YOUR MESSAGING & ENVIRONMENT*  
Small messages can be affirming or inequitable.



**COVID-19, MENTAL HEALTH,  
AND THE NEED FOR EQUITY**  
SEPTEMBER 3-4, 2020

<https://www.mhanational.org/2020/annual-conference>

Register for Free



# pennsylvania

## CARE PARTNERSHIP

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DEVELOPING SYSTEMS THAT CARE

National Minority Mental Health Awareness Month  
2020 Trainings

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<https://www.pacarepartnership.org/community-partners/cultural-and-linguistic-webinar-series/>



Q&A

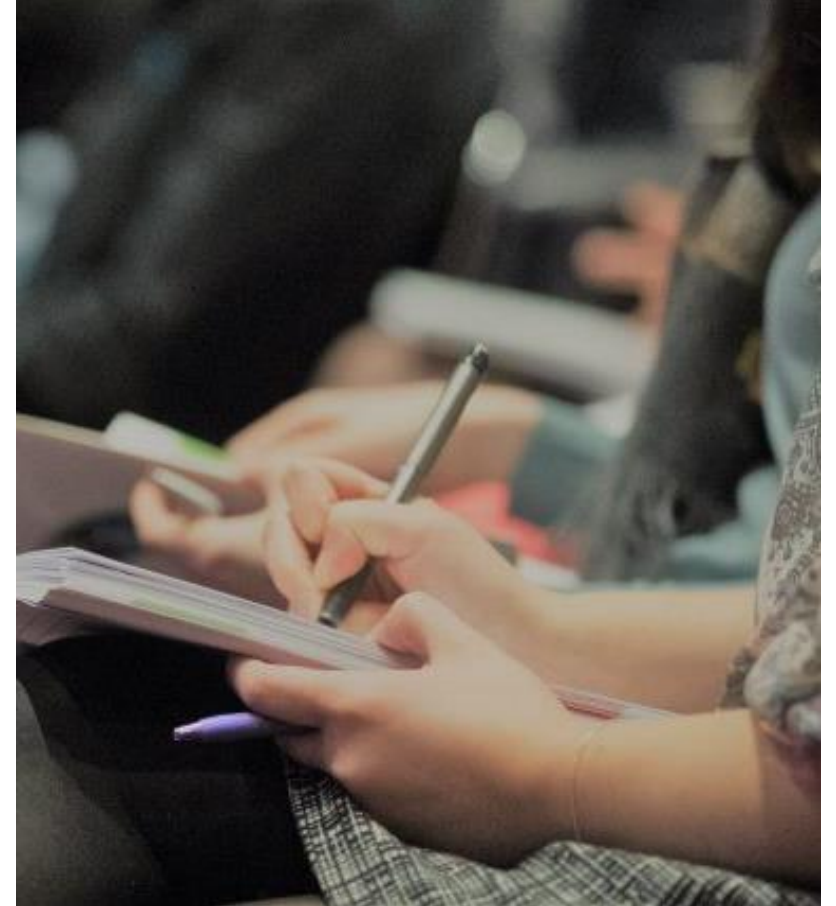
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# Trauma 107: Trauma-Informed Cultural Sensitivity

Thursday, July 30, 2020, 12:00-4:00 PM  
Keynote Speaker: Lakeside Trainers

- Enhancing cultural competence and encouraging cultural humility is essential to increasing access and improving the standard of care for traumatized children, families, and communities.
- With both presentation and group interaction, participants will identify forces that contribute to behaviors that build or decrease emotional health in individuals and systems.
- Registration is now FULL.





**Cultural competence  
and linguistic competence  
are a life's journey ...  
not a destination**

**Safe travels!**

# Thank You

- Please contact Kelsey Leonard, CLC Coordinator for the Pennsylvania Care Partnership at [leonardkt@upmc.edu](mailto:leonardkt@upmc.edu) with any questions, comments and/or for additional resources.